

## Narrabri District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 1,484 patients  
Emergency presentations:<sup>2</sup> 1,418 patients

Same period last year	Change since one year ago
1,578	-6.0%
1,567	-9.5%

## Narrabri District Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 107 patients

Median time to start treatment<sup>4</sup> 4 minutes  
90th percentile time to start treatment<sup>5</sup> 10 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 341 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 31 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 646 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 54 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 324 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 82 minutes

Same period last year	NSW (this period)
109	
2 minutes	8 minutes
9 minutes	23 minutes
439	
13 minutes	20 minutes
35 minutes	65 minutes
699	
19 minutes	26 minutes
55 minutes	99 minutes
320	
11 minutes	23 minutes
55 minutes	103 minutes

## Narrabri District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 1,484 patients

Percentage of patients who spent four hours or less in the ED 90.7%

Same period last year	Change since one year ago
1,578	-6.0%
89.6%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

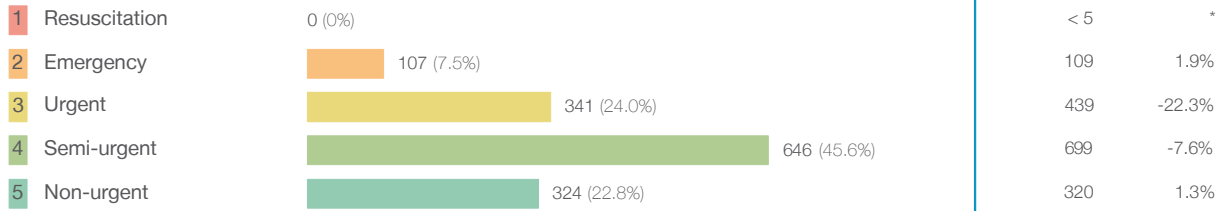
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

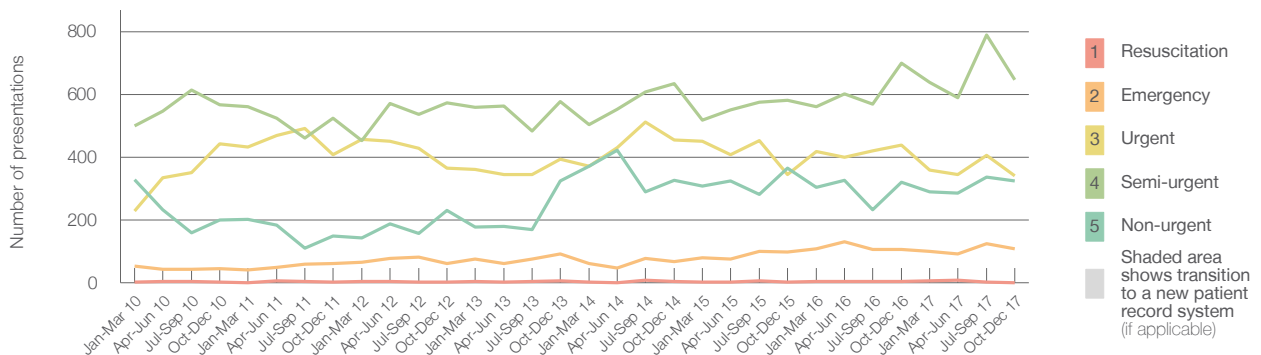
## Narrabri District Hospital: Patients presenting to the emergency department October to December 2017

All presentations:<sup>1</sup> 1,484 patients

Emergency presentations<sup>2</sup> by triage category: 1,418 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †

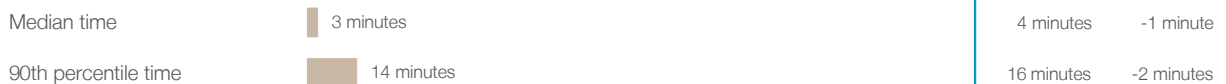


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	< 5	< 5	< 5	5	< 5	< 5	< 5	0
Emergency	45	61	61	91	72	99	109	107
Urgent	442	407	365	394	454	345	439	341
Semi-urgent	566	524	574	577	634	582	699	646
Non-urgent	200	149	230	324	327	365	320	324
All emergency presentations	1,253	1,141	1,230	1,391	1,487	1,391	1,567	1,418

## Narrabri District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 126 patients \*\*

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(\*\*) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

## Narrabri District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 107

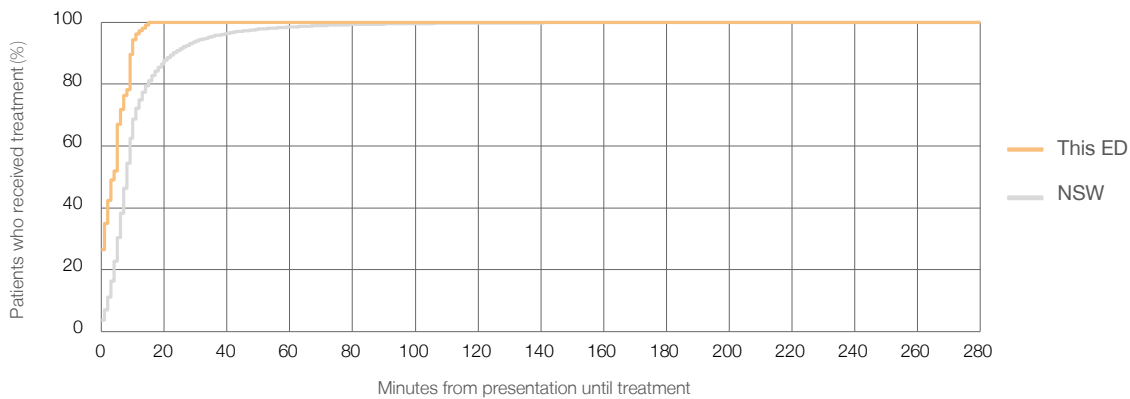
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 106

Median time to start treatment<sup>4</sup> 4 minutes

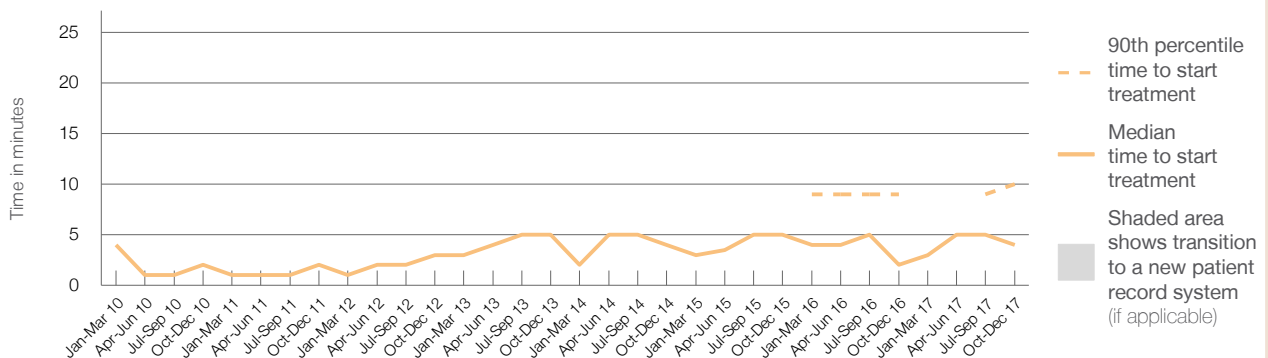
90th percentile time to start treatment<sup>5</sup> 10 minutes

Same period last year	NSW (this period)
109	104
2 minutes	8 minutes
9 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	2	2	3	5	4	5	2	4
90th percentile time to start treatment <sup>5</sup> (minutes)	*	*	*	*	*	*	9	10

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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## Narrabri District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

**Triage 3** Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 341

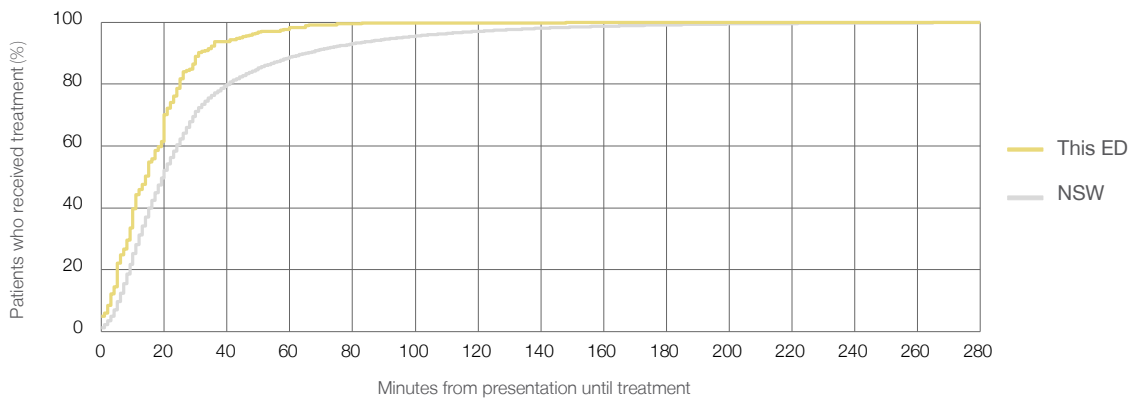
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 338

Median time to start treatment<sup>4</sup> 14 minutes

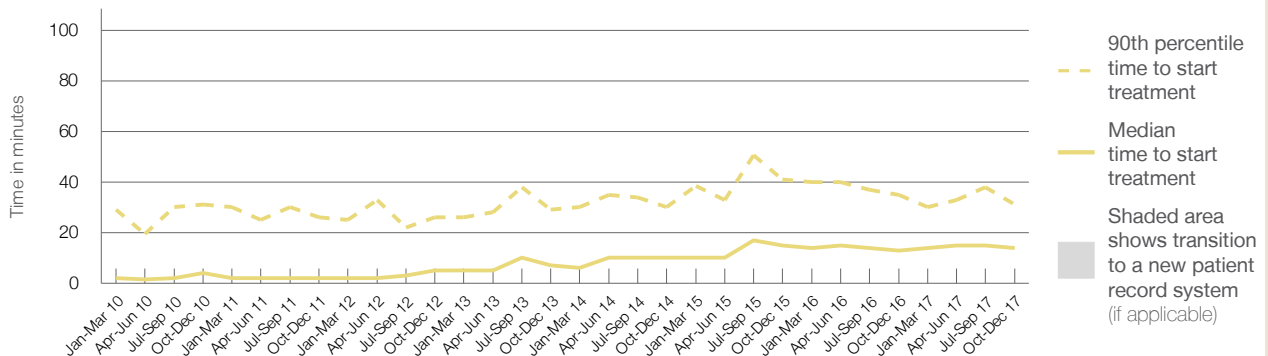
90th percentile time to start treatment<sup>5</sup> 31 minutes

Same period last year	NSW (this period)
439	
434	
13 minutes	20 minutes
35 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	4	2	5	7	10	15	13	14
90th percentile time to start treatment <sup>5</sup> (minutes)	31	26	26	29	30	41	35	31

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## Narrabri District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

**Triage 4** Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 646

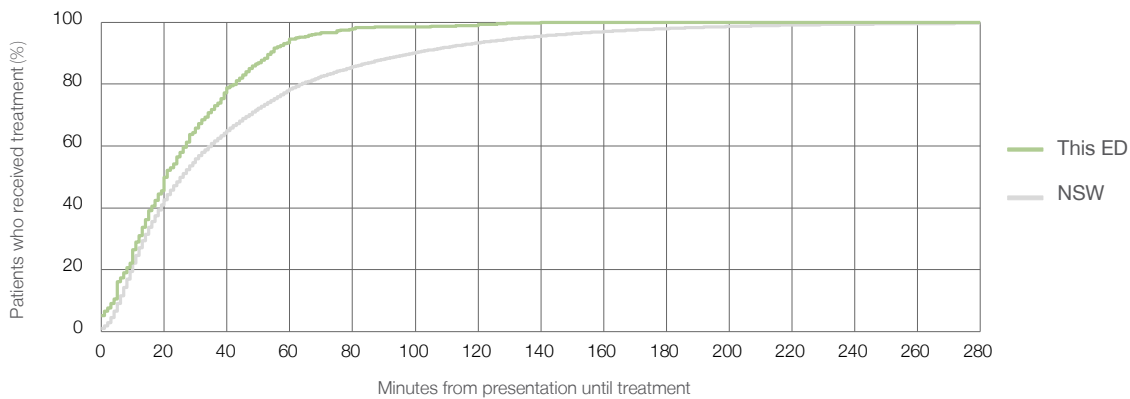
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 630

Median time to start treatment<sup>4</sup>  21 minutes

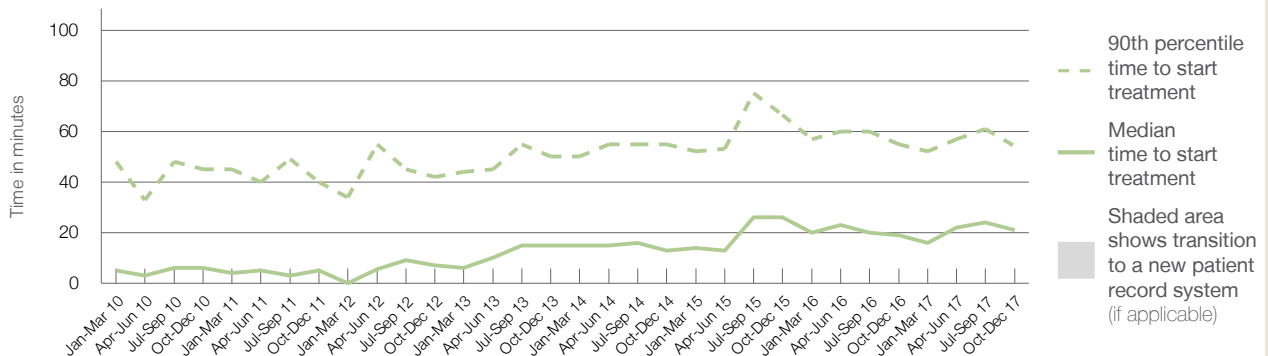
90th percentile time to start treatment<sup>5</sup>  54 minutes

Same period last year	NSW (this period)
699	
672	
19 minutes	26 minutes
55 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	6	5	7	15	13	26	19	21
90th percentile time to start treatment <sup>5</sup> (minutes)	45	40	42	50	55	67	55	54

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## Narrabri District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

**Triage 5** Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 324

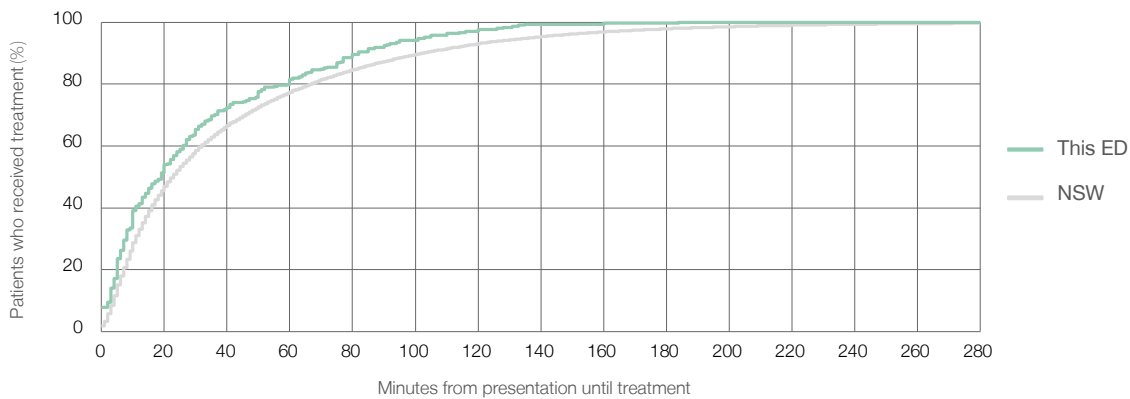
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 304

Median time to start treatment<sup>4</sup>  19 minutes

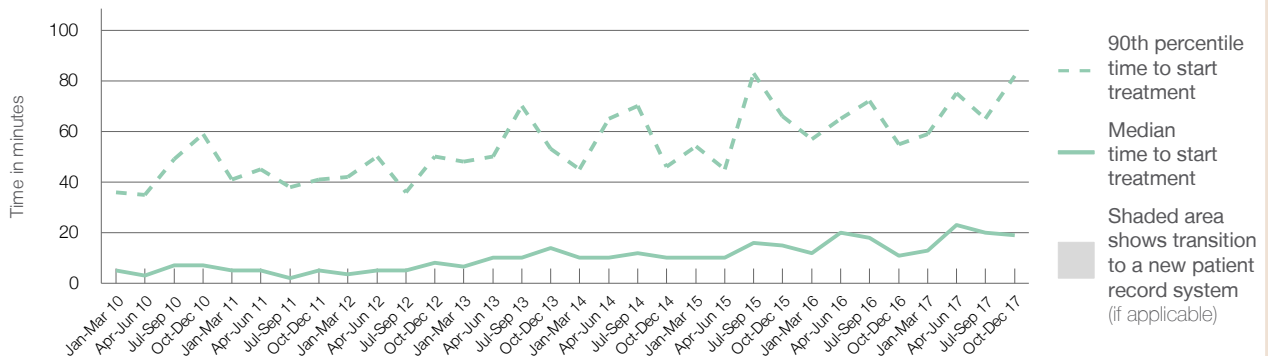
90th percentile time to start treatment<sup>5</sup>  82 minutes

Same period last year	NSW (this period)
320	
308	
11 minutes	23 minutes
55 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	7	5	8	14	10	15	11	19
90th percentile time to start treatment <sup>5</sup> (minutes)	59	41	50	53	46	66	55	82

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## Narrabri District Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 1,484 patients

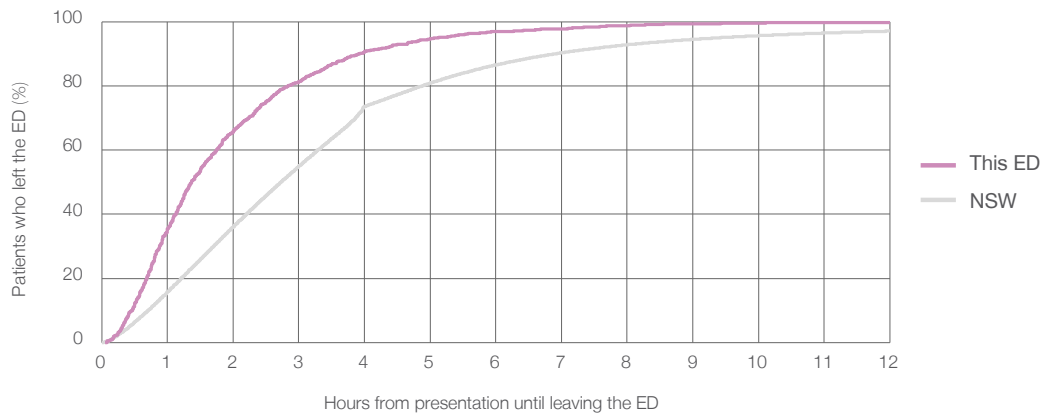
Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,484 patients

Median time spent in the ED<sup>8</sup> 1 hours and 22 minutes

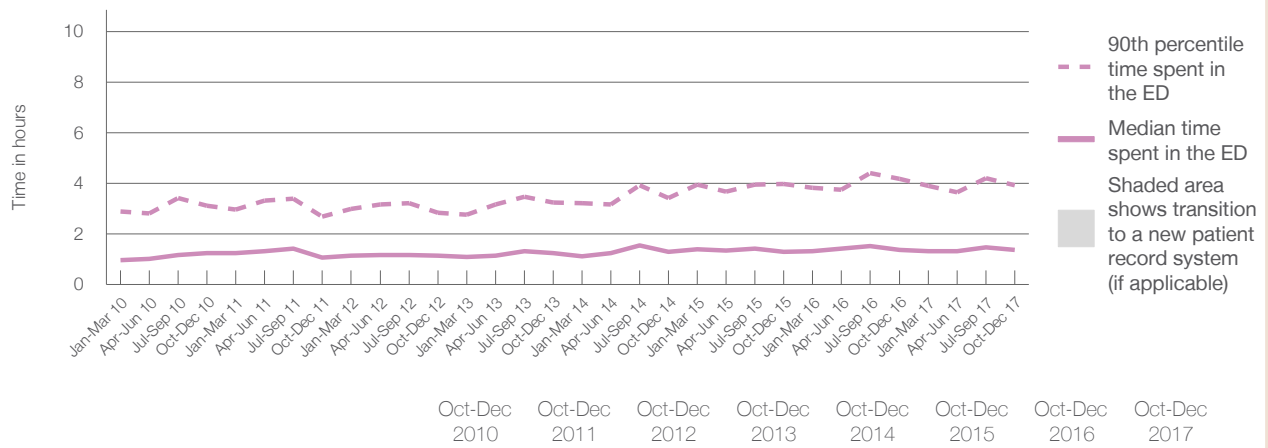
90th percentile time spent in the ED<sup>9</sup> 3 hours and 56 minutes

Same period last year	NSW (this period)
1,578	1,578
1 hours and 23 minutes	2 hours and 44 minutes
4 hours and 11 minutes	6 hours and 55 minutes

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 15m	1h 5m	1h 9m	1h 15m	1h 18m	1h 18m	1h 23m	1h 22m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 8m	2h 41m	2h 50m	3h 15m	3h 26m	3h 59m	4h 11m	3h 56m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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## Narrabri District Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

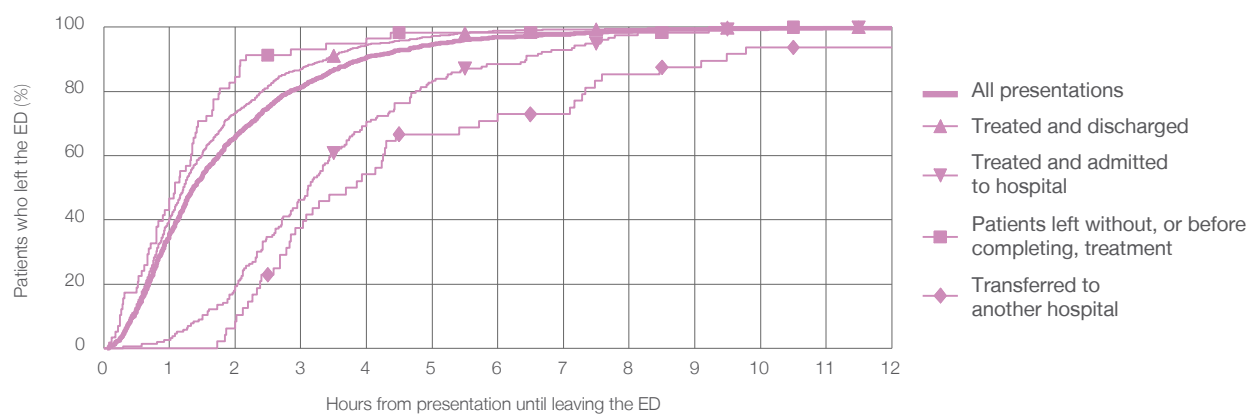
All presentations:<sup>1</sup> 1,484 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 1,484 patients

Mode of separation	Count	Percentage
Treated and discharged	1,218	82.1%
Treated and admitted to hospital	156	10.5%
Patient left without, or before completing, treatment	58	3.9%
Transferred to another hospital	48	3.2%
Other	4	0.3%

	Same period last year	Change since one year ago
	1,578	-6.0%
Treated and discharged	1,281	-4.9%
Treated and admitted to hospital	199	-21.6%
Patient left without, or before completing, treatment	49	18.4%
Transferred to another hospital	39	23.1%
Other	10	-60.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	40.6%	73.3%	87.0%	94.5%	98.9%	99.5%	99.8%	100%
Treated and admitted to hospital	2.6%	19.2%	46.2%	70.5%	88.5%	97.4%	99.4%	100%
Patient left without, or before completing, treatment	46.6%	84.5%	93.1%	96.6%	98.3%	98.3%	100%	100%
Transferred to another hospital	0%	8.3%	37.5%	54.2%	72.9%	85.4%	93.8%	93.8%
All presentations	35.6%	66.0%	81.3%	90.7%	96.9%	98.8%	99.6%	99.8%

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**Narrabri District Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 October to December 2017

All presentations at the emergency department: <sup>1</sup> 1,484 patients

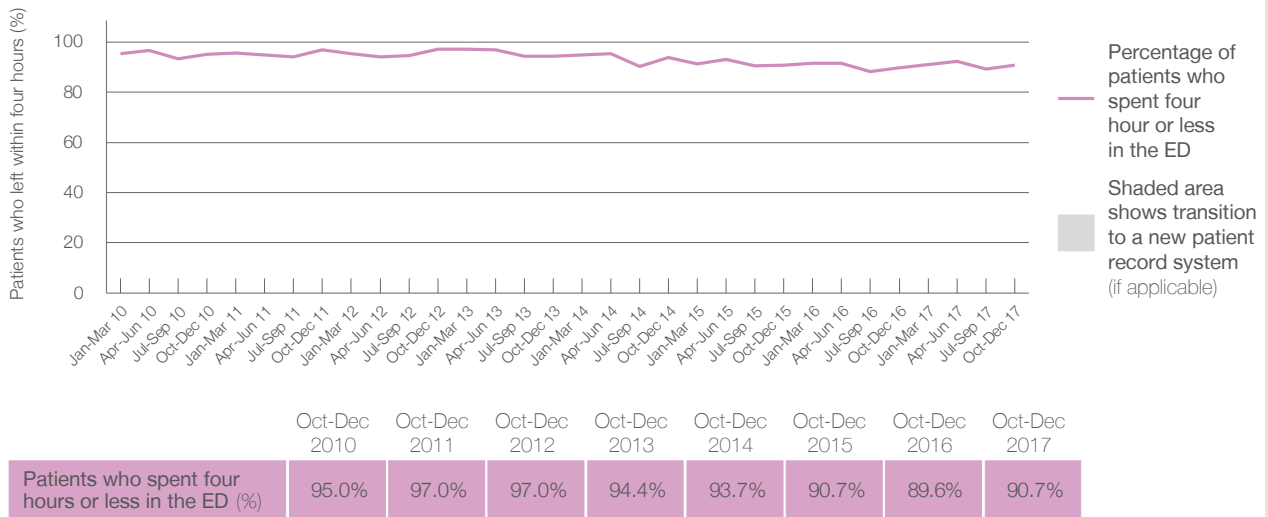
Presentations used to calculate time to leaving the ED: <sup>6</sup> 1,484 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department	1,578	-6.0%
Presentations used to calculate time to leaving the ED	1,578	-6.0%
Percentage of patients who spent four hours or less in the ED	89.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡</sup>



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).